



# HOW WILL YOU FIND OUT?



The Town of Needham is committed to assisting residents in time of emergency. The most common emergency situations involve severe weather and loss of electrical power. Residents whose power is disrupted should always contact NSTAR directly to report the outage (at 800-592-2000). In cases of sustained power loss, the Town may open a “respite center” in a Town building. The respite center is likely to be housed in the Public Library or the Center at the Heights.

In cases of extreme emergency – typically requiring residents to be evacuated from their homes – the Town will open an emergency shelter at Needham High School.

During periods of emergency, the Town of Needham will employ some or all of the following strategies to provide notice to residents. Please take a few moments **right now** to make sure that you know how to access information in times of emergency or power outage.

## ARE YOU READY?



The Town has established a Facebook page and a Twitter account to provide both emergency and non-emergency communication to residents. Find and Like us on Facebook at Town of Needham and follow us on Twitter at “TownofNeedham.”

On occasion, the Town may program electronic signboards to provide information to motorists. These boards may be used for emergency communication purposes as circumstances allow.



Be prepared to care for yourself and your family for 72 hours—have a “Go Bag” ready in case you need to evacuate, etc. Visit: [www.ready.gov](http://www.ready.gov) for more information.

The Town uses a “reverse 911” system that places telephone calls to listed numbers from



the local tele-

phone directory, as well as those that are provided by subscription. Residents are encouraged to subscribe via the Town’s web site -

([www.needhamMA.gov/emergencynotification](http://www.needhamMA.gov/emergencynotification))

or by calling the Needham Fire Department at 781-455-7582 during normal business hours. Each resident can enter up to four numbers, such as cell phones and work telephone numbers. Local Needham numbers need not be entered as those are called automatically. If you receive a reverse 911 call, please do not contact the Police and Fire Departments as the dispatch area cannot keep up with a high volume. In most cases, the content of the telephone call will provide all needed information. In some cases, an emergency operations center will be opened and a telephone number will be provided for questions. In general, the system is only used in cases of emergency including wide-spread power outages, water main breaks resulting in low or no water, plowing emergencies, or other emergency situations.



The Town’s website

([www.needhamMA.gov](http://www.needhamMA.gov)) will provide up-to-date information during an emergency, such as limited hours of government operations or building closures.



The Town Hall telephone answering system (781-455-7500) will provide information about the status of Town departments during an emergency.

Office of the Town Manager  
Needham Town Hall  
1471 Highland Avenue  
Phone: (781) 455-7500 Fax: (781) 449-4569  
Email: [otm@needhamma.gov](mailto:otm@needhamma.gov)

